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Whittemore  
School of  
Business &  
Economics

## UNH's Whittemore School CEO Forum Explores the Formula for Success with Bob Grappone

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January 23, 2003

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DURHAM, N.H. -- Bob Grappone, CEO and chairman of Grappone Companies of Concord, is the featured speaker for the University of New Hampshire's Whittemore School of Business and Economics' CEO Forum Thursday, Feb. 13, 2003. The Grappone Companies, an automotive group selling and servicing Ford, Toyota, Honda, Mazda, VW and Hyundai cars and trucks, is one of the largest privately held company in New Hampshire.

Grappone will discuss "The Formula for Success -- Putting Together a Great Team that Provides Superior Service." His presentation will discuss the history of Grappone Companies, founded by his grandfather in 1924, and focus on how sales and service have changed over the years. Grappone credits much of the company's success with building excellent customer service.

Grappone joined the family business after completing his Bachelor of Science degree in business at East Carolina University. Two of his children are employed by the company, which makes it a fourth generation family-owned and operated business. Grappone has served on the board of the Greater Concord Chamber of Commerce and Concord Kiwanis Club and many other professional organizations over the years. He and his family support numerous local, not-for-profit organizations. Notable examples include the Grappone Stadium at St. Anselm College and The Grappone Conference Center in Concord.

The UNH forum opens with a breakfast buffet at 8:30 a.m. at the New England Conference Center on the Durham campus, with the program following from 9 to

10:30 a.m. Annual membership in the CEO Forum is \$695, which includes breakfast for two at five seminars. For more information, contact Barbara Draper at (603) 862-1107 or [Barbara.Draper@unh.edu](mailto:Barbara.Draper@unh.edu).

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